



Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts November 2015

I had a really bad experience with my lunch...I had the Meat Loaf but it was a beef patty and was overpowered with spices. My understanding was that there was no more original meat loaf and a rapid creation was made but honestly it was not good at all. Please know that this is my first bad experience and I do appreciate all the great options you have for food. Thanks for letting us know. We sometimes run out of the "original" special of the day and try to substitute as best we can. Very sorry for your bad experience. We hope you used the replacement coupon we sent, and thanks again for letting us know.

The breakfast eggs were literally green today...made me think of "Green Eggs and Ham"... Indeed, we had a couple of days of the eggs turning green, which is caused by oxidation and heating of REAL shell eggs, vs. the pasteurized pre-packed scrambled egg mix we usually use for the burritos and breakfast bar. If you haven't noticed, the price of eggs has doubled and in some cases tripled, currently selling in the grocery store for upwards of \$3.50 to \$4.00 per dozen. The reason issued to the public was a virus killed many of the nation's egg-producing chickens. Besides driving up the prices, it also caused a shortage in the pre-packaged eggs we use in the Café for breakfast. Our suppliers AND back-up suppliers were out for several weeks. Should have no more problems with green eggs – and when we do need to use fresh, we are simply making them more often to avoid the ugly green oxidation. Thanks for your understanding.

I clicked on the nutrition information for the Shrimp Fresca Nachos, but it took me to something else... With the seemingly hundreds of pieces of nutritional and menu information we process weekly, it's a wonder that "mis-linked information" doesn't happen more often! We are sorry when those mistakes occur, but not much we can do except send the correct link to people who ask, as we did for you. You can check out daily nutritional info for all menu items at www.aramarkcafe.com/srpmic. Thanks for letting us know and hope this information helps.

I'm out to Round House all the time and usually pass on the cornbread. Whenever I try cornbread dining out it's usually dry and, well...dry. Today I was in there and took a chance...Wow, it was great, crusty outside, moist inside, just wow...so many missed opportunities. I dropped the last quarter of it on my office floor and almost cried. Well, thank you very much for the high praise! Don't overcook, don't overcook and don't overcook are the three secrets to a nice, moist cornbread! We are very glad you liked it – and thanks again for sharing.

I received a confirmation that I would have our catered order by 8:45 am. I called at 9:00 when it hadn't arrived and was told it had just left. It is now 9:23 and it still has not arrived. At this point the breakfast is unnecessary as the meeting it was for is over. Did I misunderstand something? I would like to know if there is any refund we can receive for this. We are very sorry for your late catering delivery and cancelled the invoice – you were not charged. We simply had a mix-up the morning of your event and despite our best efforts, sometimes things go sideways. We also offered you a free breakfast going forward to renew your trust. Again, our apologies.

Thanks for telling us about how to reset the office coffeemaker. Door didn't shut all the way again, same as before. Turned unit off and on like you said and everything started working again. And now I have a fresh cup of coffee instead of asking Juan or you or ARAMARK to come fix the coffee maker. Happy to help. Of course, simply turning the machine off, letting it sit a minute, and then turning it back on again doesn't solve ALL of the possible mechanical issues – but like our friends in IT always mention, "Re-booting your machine will solve A LOT of problems." Glad it worked. ☺

Would it be possible for you to sell single cans of Hansen or Blue Sky sodas? I prefer soda made with sugar instead of high fructose corn syrup. And maybe this can of soda could be substituted for the fountain drink offered with your meals, for those of us who do not want the fountain drink. Thanks for asking. Unfortunately, these particular brands are not "high volume" for our suppliers, and so adding them to our rotation (of more than 100 beverage offerings!) becomes problematic if we don't sell enough. The "combo" meals with fountain drinks are set at a certain price point which does not cover the cost of canned or bottled beverages. However, you can get a can or battle included in your meal combo, but there is an upcharge for doing so. Hope this information helps.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)

- Cashiers didn't give us the 10% purple discount (thanks for letting us know – a communication issue on our end)
- Love the tomato soup – could we have more often please?
- Beer cheese soup is the best – MORE!!!
- **FREE MEAL ON BIRTHDAYS:** Just see any cashier, up to \$7 (breakfast or lunch, not both); and if your birthday is on a holiday, weekend, or you had the day off, we still give you credit about one week either side. Happy Birthday!
- The Hungarian mushroom soup was awesome...very tasty
- WOW on the Turkey Vegetable soup
- Please serve Lemon Artichoke Chicken more frequently --- it is fabulous!
- I waited 15 minutes to get the entrée Wednesday....nobody was around to help. I left hungry.
- My last two breakfast burritos have had runny eggs; bit into them, and the juice has turned the Chumuth mushy
- My chicken strips were burned today. ☹ (We gave you a replacement coupon)

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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